

DENNIS P. WILLIAMS  
MAYOR

City of Wilmington  
Delaware

LOUIS L. REDDING - CITY/COUNTY BUILDING  
800 FRENCH STREET  
WILMINGTON, DELAWARE  
19801-3537  
[WWW.WILMINGTONDE.GOV](http://WWW.WILMINGTONDE.GOV)



## EMERGENCY CALL OPERATOR

(Shift Work)

(5 Vacancies)

WE ARE AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

**SALARY GRADE:** "G" - \$29,797 per year to \$38,796 per year

**MINIMUM QUALIFICATIONS:** Graduation from high school or GED equivalency; or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

**SPECIAL REQUIREMENT:** Must pass a criminal background investigation, pre-employment physical, and drug test. Selected individual must possess good moral character. Must be able to work rotating shifts, overtime, and held over, as needed. Ability to obtain and maintain DELJIS certification and APCO certification. Ability to type 45 wpm.

**NATURE OF WORK PERFORMED:** Performs responsible work in the Department of Police in regard to requests for services of police personnel. The work of this class requires the receiving of telephone complaints and requests for services of police personnel. This is responsible work involving continuous dealings with the public by telephone under emergency conditions. This employee must ascertain and record information for dissemination to police personnel in the field via the dispatcher. In addition, this employee fills out form letters for the Communications Division. The work is supervised by shift supervisor in the Communications Center and is performed in accordance with accepted standards or operating procedures.

**EXAMPLES OF WORK PERFORMED (Illustrative Only):** Answers all incoming emergency phone calls to the Communications Center. Inputs the information into the computer for dissemination of the information by the dispatcher to the field units. Trains and assists new employees assigned to the division. Performs all related work as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Some knowledge in the operation of an answering service under stress. Good knowledge of the geography, streets, roads, and highways of the City of Wilmington and surrounding New Castle County areas. Ability to learn the operations of a computer-aided dispatch system. Ability to answer calls and questions with effective communication. Ability to establish and maintain effective working relationships with other employees and the general public.

### **OPEN COMPETITIVE**

**VACANCY: DEPARTMENT OF POLICE (COMMUNICATIONS DIVISION)**

**CITY RESIDENCY REQUIRED WITHIN SIX MONTHS OF EMPLOYMENT**

**APPLICANTS MUST APPLY NO LATER THAN CLOSE OF BUSINESS (5:00 P.M.): FEBRUARY 18, 2015**

**APPLY: CITY OF WILMINGTON – DEPARTMENT OF HUMAN RESOURCES**

City/County Building, 800 French Street

Wilmington, Delaware 19801 - Telephone: (302) 576-2460

[www.WilmingtonDE.gov](http://www.WilmingtonDE.gov)